

T-01954B-05-0640

ORIGINAL



0000035168

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Complaint No. 2005 - 44523

Date: 6/6/2005

Complaint Description: 03C New Service - New Service Fees

First:

Last:

Complaint By:

Betty

Bingaman

Account Name:

Betty Bingaman

Home: (000) 000-0000

Street:

11078 S. Alvis Rd

Work: (928) 766-2323

City:

Yucca

CBR:

State:

AZ

Zip: 86438

is:

Utility Company:

Frontier Communications of the White Mountains

Division:

Telephone

Contact Name:

Barbara Graves

Contact Phone: (801) 924-6360

Nature of Complaint:

6/9/05 Correspondence received states the following:

Corporation Commission of Az  
1200 W. Washington  
Phoenix, AZ 85007

Dear Sirs;

I am writing to try to get phone service. I have tried to work with Frontier but have been unable to come to an agreement. We checked the price of utilities before we set up our home. I have stents in the main artery into my heart and I need a phone because of 911 and the lot is 9 miles from town. The office said as long as there was phone lines in the section we would only be charged a \$60.00 hook-up fee. I have had a phone with this company for 20 years. The neighbor behind me is Gilbert Kleckner. He lives alone and had diabetes so he also needs 911. A phone could be the difference between life and death for both of us. I am sending a copy of the letters we both received from the phone company. His distance is some longer than mine and his price is about \$7,000.00 less. They are both too high since every one else got their phones free. We are both on Social Security and feel like we are being discriminated against. This is section 35, Golden Valley Ranchos #9 and a few of the people that have phones within the section are:

|                         |          |
|-------------------------|----------|
| Jerry & Opal Gruhlke    | 776-2494 |
| John & Sandy Newman     | 766-2394 |
| Steph & Trisha Spanello | 766-2549 |
| Don & Fran Smith        | 766-2328 |
| Glynn & Carol Ross      | 766-2591 |
| Gene & Jeannette Baker  | 766-2490 |

These are a few of the people that got their phones free and they live within this section.

I called M. Loreque and told him I was willing to pay the \$60.00 hook-up and no more since that is what they told

RECEIVED  
2005 NOV 15 A 9:00  
AZ CORP COMMISSION  
DOCUMENT CONTROL

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

me. I also told him I would contact the Corporation Commission and he told me to go ahead that you set the rates. I don't doubt that but I don't believe you tell them to hook-up some free and stick it to the next guy. I will send a copy of this to AARP and the American Legion, maybe they will help. I applied for a phone the 25th of Feb. 05 and most of the time they won't even call me back.

Hope you will help so I won't have to get an Attorney. We told them that we could get an attorney cheaper than \$7,000.00 that Frontier is trying to stick us.

\*End of Complaint\*

### Utilities' Response:

6/30/05

Utilities' Response:

06/28/05 There are no facilities that go as far as the Bingaman's house. The closest facilities are 2,375 ft. away. The Bingaman's have been advised that the cost to provide them service would be about \$7,872. This charge would be for aerial service. To put the service underground, the cost would be around \$22,000. This information comes from an Engineering study that was conducted since this is a new home.

The Bingaman's neighbors that were not required to pay these types of charges was due to the fact that they did not need line extensions and were close enough to existing facilities. These customer's would have paid the normal set up fee of \$60. The Bingaman's were advised of this charge when placing the order. The representative that placed this customer's order quoted the standard tariff charge and would not be aware if facilities were available to this address or not.

In an effort to prevent the unreasonable burdening of the general body of existing customers from extraordinary construction costs, this complies with the tariff regulations pertaining to outside plant facilities. Once the customer has signed and returned the Line Extension Telephone Service Agreement, that has been provided to them, we can start work to provide the Bingaman's telephone service. Please consider this to be Frontier's final response to this complaint.

I spoke with the Engineer who advised that there are no facilities that go to these homes. I am not sure if the existing customer's in their area have underground service or if it is aerial, but any facilities that are there are 2,400 ft away. The customer's were quoted the charges to have the service aerial, as the cost to put them underground is about triple the price, but it has been confirmed that there are no faculties that go as far as these homes. Please let me know if you have any further questions.

\*End of Response\*

### Investigator's Comments and Disposition:

6/30/05

Called consumer, reviewed utility response with her, when she expressed dissatisfaction I explained the next step she could take would be to file a formal complaint, She understood what I said and I again provided my name and telephone number should she decide to do this and I would send her out the necessary paperwork.

\*\*\*\*\*  
\*\*\*\*\*

8-8-05 Letter below received and added to closed complaint.

8/4/05

Frontier  
AZ Governor

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Attorney General  
Corporation Commission  
American Legion  
A.A.R.P.

To whom it may concern:

We are all over 65 and feel that we are being discriminated against. We are social security recipients with health problems. The dust was so bad where we lived that we looked for a place with less traffic. After finding an ideal location we went to Kingman to check on utilities. Unisouce electric gave us a quote and stuck to it. The telephone co. said as long as there were phones in the section they would only charge a \$60.00 dollar hook up fee. That was the 25th of Feb., 05. I wanted to pay her then but she said to wait so I asked her to write that down and I am enclosing a copy of her note. Don Guthrie called Aug. 30th of 2004 and Christy told him it would be a \$60.00 hook up fee. He told her they might have to run quite a lot of line. She told him it wouldn't make any difference, as long as there were phones in the section it would only cost a \$60.0 fee. He thought that would be a good selling point since he owned the lot.

After we moved Frontier sent out engineers to measure the distance and said they would put in the phone as soon as we paid \$7,872.00. They said they needed to set poles. None of the other lines are on poles, they are all buried. I have poles to the house so that isn't a very good excuse. They say the other lines were closer to existing lines so they were free, that isn't true. When the other phones were put in the closest line was in Yucca, 5 miles away, they were all put in at the same time, for free. When Frontier asks thousands of dollars from Gilbert Kleckner and me that is discrimination. They are playing GOD with the phone. I have heart and blood pressure problems and Mr. Kleckner has diabetes and lives alone. At any time we may need to call 911 and cell phones are not dependable.

I complained to the Corporation Commission because I thought they investigated charges against the utility company. They called them and repeated to me what they said. Bradley Morton of the C.C. said he couldn't see why we moved so far from the hospital and that he couldn't call Frontier a liar so I would have to go before a judge and made me out to be out of line. They fed Carmen Madrid that our power poles ran in the wrong direction. As I stated before, no lines are on poles, they are all buried. I would like to know, when everyone else's phone was free, why not ours? That looks like discrimination to me. I had a phone with them for 20 years.

Our purchase of the property was contingent to utility prices. We fully expect Frontier to live up to their agreement of a \$60.00 hook up fee. We are giving Frontier the option of honoring their agreement or buying us out so we can locate closer to the utilities. I have enclosed a list and itemized our expense. On a separate sheet I enclosed a list of some of the neighbors in our section that have free phones. Their location is shown on the map. The yellow lines are the electric line, the pink squares are where the phones are now and the two green squares are us and Gilbert Kleckner, that want a phone.

James Bingaman  
Betty Bingaman

928-766-2323

\*\*\*\*\*  
\*\*\*\*\*

8-18 (Notes by CEW) Rodney Moore, RUCO, cld to question letter received from the Govn's office questioning complaint.

Advised Rodney, complaint closed with company information. When closed, Brad Morton provided information regarding the next step "Formal Complaint" Mrs. Bingaman advised would think about it. He gave her his number if she wanted a Formal Package sent to her. He has not received a response from her as of this date.

# UTILITY COMPLAINT FORM

**Notes:** No utility error found.